

Public Employees' Retirement Fund

December 2006 Results - Version I

Agency Mission:

"We are committed to serve, through exceptional customer service, employers, our members and their families, in achieving their retirement goals and financial security."

Director David Adams
GEFP Liaison Michael Huber

Statewide Initiatives:

Annual Savings and Efficiency Gains (\$000)
One-Time Savings and Efficiency Gains (\$000)
Competitive Sourcing Participation (\$000)

\$1,802
\$188
\$764

Agency Metrics:

Financial Performance

1 year actual return/1 year target return (%)
% of active managers exceeding benchmark

Result

Target

Comments

102%	100%	90% to 100%
82%	75%	50% to 74%

Customer Service

Benefits

Average # days to complete distribution
Average # days from retirement date to first check
Percentage of retirements without payment interruption

21	30	31 - 65
58	30	31 - 70
100%	90%	75% - 89%

Customer Satisfaction

Customer Satisfaction Index

83.0%	90%	75% - 89%
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System Measures

% Automated Account Transactions
% of automated transactions

8.0%	50%	25% - 49%
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Fundamental Agency Change Initiatives

Service Credit
Clean Financial Opinion
Retirement Planning
Business Technology Enhancement
Human Resource Development

Administrative code changes take effect 1/7/07
SBOA issues clean financial opinion